



Telecom Order CRTC 2014-530

PDF version

Ottawa, 8 October 2014

File number: Tariff Notice 48

Cogeco Cable Inc. – Introduction of Local Service Request Rejection Charge

Introduction

1. The Commission received an application from Cogeco Cable Inc. (Cogeco), dated 26 June 2014, in which the company proposed to introduce item 502 – Local Service Request (LSR) Rejection Charge to its Access Services Tariff. Specifically, Cogeco proposed that the LSR rejection charge apply for each rejected LSR¹ made by a local exchange carrier (LEC), wireless service provider, Internet service provider, or television service provider that is in excess of certain monthly LSR rejection rate thresholds.
2. Cogeco submitted that its proposed tariff revisions are consistent with Telecom Regulatory Policy 2012-523, Broadcasting and Telecom Decision 2013-261, and tariffs that the Commission has approved for other LECs.
3. The Commission received no interventions regarding Cogeco's application. The public record of this proceeding, which closed on 21 July 2014, is available on the Commission's website at www.crtc.gc.ca or by using the file number provided above.

Commission's analysis and determinations

4. The Commission considers that Cogeco's proposed text regarding the LSR rejection rate thresholds is consistent with its determinations in Telecom Regulatory Policy 2012-523. That text and the proposed rates are also consistent with what the Commission has approved for other competitive local exchange carriers (CLECs). The Commission considers, however, that the effective dates included in this application must be revised to reflect the date of approval of this application. As well, the Commission notes that LSR rejection charges are not specifically addressed in Broadcasting and Telecom Decision 2013-261.

¹ When a customer moves from one local exchange carrier (LEC) to another, the "new" LEC sends a completed LSR form to the LEC that has been serving the customer to transfer that customer's services. This form specifies all of the customer information needed to effectively process a service transfer from one LEC to another. LSR forms that contain errors are rejected and returned to the originating LEC.

5. Cogeco has proposed to include television service providers in the list of service providers to which its proposed tariff item would apply. The Commission notes that the tariffs it approves under the *Telecommunications Act*, including those regarding LSR rejection charges, apply to the provision of telecommunications services, not to the services of television service providers.
6. The Commission also notes that Cogeco's Access Services Tariff states that "This Tariff sets out the rates, terms and conditions that apply to the provision by Cogeco of services, facilities and interconnection arrangements to providers of telecommunications services and facilities..." which is consistent with wording in the Commission's CLEC Model Tariff.
7. Accordingly, the Commission determines that the reference to television service providers must be removed from the proposed tariff item.
8. In light of the above, the Commission **approves** Cogeco's application, effective the date of this order, subject to the modifications set out below:
 - removal of the reference to television service providers, and
 - revision of the effective dates of the LSR rejection rate threshold values, to reflect that they are effective the date of this order.
9. The Commission **directs** Cogeco to issue revised tariff pages² reflecting the above-noted determinations within **10 days** of the date of this order.

Secretary General

Related documents

- *CISC Business Process Working Group – Consensus report BPRE083a and non-consensus report BPRE083b regarding the customer transfer process*, Broadcasting and Telecom Decision CRTC 2013-261, 23 May 2013
- *Review of conditions for approval of a local service request rejection charge*, Telecom Regulatory Policy CRTC 2012-523, 28 September 2012

² Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.